

# Administration Details

## The Steps

- 1) **Customer Books**
- 2) **AP4U confirm Test, Instructor and B&B available**
- 3) **Confirm all details with customer in writing**
- 4) **Instructor calls pupil within 24 hr's of accepting the course to introduce themselves and go over the details**
- 5) **2 weeks before the course AP4U speak with pupil to collect balance, letter sent to confirm payment and documents to be taken to test**
- 6) **1 week before course instructor calls pupil to arrange start times etc**
- 7) **Pupil arrives, instruction starts and test taken**
- 8) **Instructor calls AP4U and advises of result**
- 9) **AP4U pay instructor by Bacs**

## Customer Course booking

All courses are confirmed in writing with pupil and include the following information,

Course (amount of hours)

Course dates

Test Centre

DSA Booking reference

Deposit Amount

Balance

B&B details (if applicable)

Reminded of documents to bring, **Driving licence (both parts), DSA letter, Theory Certificate**

Attached to the letter are – Show/Me Tell Q&A's, B&B Map, Terms and conditions and a prepaid envelope.

## Instructor Initial Telephone Call

Within 24 hours of accepting the course your initial call should be made and during this you should –

- Introduce yourself,
- Go over their driving experience,
- Confirm start dates, test details, B&B etc,

Any discrepancies should be referred back to the AP4U office.

## 2<sup>nd</sup> Telephone Call

1 week before the course starts please call the pupil to arrange start times and reconfirm dates etc, they will have forgotten.

### **The Course Structure**

Normally courses are done with 5 hours training per day and any breaks that are needed are taken out of the pupil's time (short breaks only). The test is the last hour of the last day.

Start times during the day should be arranged between the pupil and instructor.

Unless specifically requested please do **not** split training days.

### **Instructor Payment**

Payment for all courses are done on the day of completion and done via Bac's unless otherwise requested.

### **Test Results**

The AP4U office should be notified of all test results. If a pupil passes we send them a congratulations card with Pass Plus details on the back. The Pass Plus course will be passed to the instructor who completed the learner intensive course. If a pupil fails we will call them to see if we can organise a retest.

### **Quality Assurance**

AP4U follow up on all courses to find out what the pupil thinks of our service. The questions we ask are,

- How did you find the booking service?
- Was the paperwork clear?
- How did you find your instructor?
- Did you like the car, was it clean etc?
- How did you find the B&B?
- Can we change anything to improve our service?
- Would you or have you recommended us?

This follow up process is done to ensure A Pass 4 U and its instructors provide the best service. Any above average or below average service will be passed on to the instructor or their manager.

### **Problems and Issues**

Any issues with the course should be reported to the AP4U office. If a test is cancelled by the DSA please let the office know and we will liaise with pupil about new dates etc. A Pass 4 U will ensure the pupil gets a DSA out of pocket expenses claim form.

If a test is cancelled because the pupil does not reach the required level please ensure you use the 3 part "Test Cancellation Form". This should be completed fully and 1 part sent to the AP4U office. If the pupil refuses to sign the form just write "refused to sign" on the form. Remember the AP4U terms and conditions state "that an instructor and/or A Pass 4 U can refuse to take a pupil to test but the pupil will be given a full explanation of why". The Test Cancellation form backs this process up. Where possible please cancel the test early as possible because if it is before 3 working days we can get a refund on the test fee back from the DSA.

If the pupil does not turn up with the correct documents and so can't take the test please call the office and let us know. The pupil will lose some of their hours unless you wish to make allowances for them. A judgement of reasonableness will be applied.

Should a pupil query a financial matter please refer them to the AP4U office.

### **Assessment Lessons**

AP4U offer an assessment lesson to pupils who do not fall into the conventional blocks of lessons. This lesson is 2 hours with the last 5 - 10 minutes being a discussion between the instructor and pupil as to what hours are required and why, be specific.

Feedback should be given to the AP4U office and they will arrange a course.